

## *Clinic Information*

### *Appointments*

732-532-7475 / 1244/1352

Toll free: 1-800-683-8134

### *Hours of Operation*

Monday-Friday 0730-1630

Pharmacy Hours: 0730-1700

Sick Call—for cadets only: 0630-0700

### *Custody and Control of Outpatient Medical Records*

On 1 October 2003, PAHC instituted a Closed Records System to ensure that medical records remain within the clinic. This means that patients cannot hand carry their original records within or outside the clinic. Beneficiaries may request one copy of their records at no cost. The clinic staff will also furnish, upon request, a copy of healthcare records for each subsequent visit.



\*ARMY STRONG\*

## *Mission Statement*

Provide and coordinate state-of-the-art care for all our enrolled beneficiaries, while promoting optimal health and maintaining readiness.

## *Vision Statement*

A dynamic healthcare organization, devoted to providing state-of-the art, high quality healthcare to our enrolled population.

### *Patient Representative*

Investigates and resolves patient concerns/complaints and provides general information about PAHC and its services.

This office is located in Room 1C6B,  
1st floor; Headquarters Wing.

Phone: 732-532-1328

Email: [michele.steinert@us.army.mil](mailto:michele.steinert@us.army.mil)

### *Accreditation*

Patterson Army Health Clinic is accredited by The Joint Commission (TJC). Patients and their family members who have unresolved quality of care or patient safety concerns are encouraged to contact the Patient Representative at PAHC. You may also contact The Joint Commission directly at 1-800-994-6610 or by e-mailing them at [complaint@jointcommission.org](mailto:complaint@jointcommission.org)



## Patient Information Brochure

**Welcome** to

**Patterson Army Health Clinic  
Fort Monmouth, New Jersey**



We are dedicated to providing the highest quality medical care and treatment for our enrolled beneficiaries.

This brochure was designed to make your experience with us as pleasant as possible by acquainting you with the clinic. We encourage you to keep this as a handy reference.

For more information, please call the Patient Representative Office at 732-532-1328.

**Patterson Army Health Clinic  
1075 Stephenson Ave  
Fort Monmouth, NJ 07703**

**Toll Free Information Line  
1-800-683-8134**

## ***Need to Know Information***

### ***Emergency Care***

In case of an emergency dial 911 or go to the nearest Emergency Room. Afterwards, contact your Primary Care Manager (PCM) for a follow-up visit. Contact TRICARE to inform them of your ER visit. You do not need a referral for emergency care.

### ***Care After Hours or on Weekends and Holidays***

If you have an emergency dial 911 or go to the nearest ER. If you are TRICARE Prime and need to talk to a provider, call the after hours service at 732-383-1116. They will pass your information to the doctor on call; who will then call you. Even after hours, a referral is required for an urgent care center (this is not the same as an ER). The after hours doctor must authorize this care and will submit this referral.

### ***Referrals***

Referrals are required for specialty care and at urgent care centers prior to receiving care. PAHC cannot authorize this care after the fact. Your PCM can submit a referral for this care. Without a referral, you can be financially responsible for the unauthorized care given.

### ***Access to Care Standards***

#### **Urgent care appointments**

Within 24 hours

#### **Routine Care Appointments**

Within 1 week

#### **Wellness Appointments**

Within 28 days

## ***Quick Reference Telephone List***

Toll Free Information 1-800-683-8134	
Army Substance Abuse	732-532-2415/3703
Community Mental Health	732-532-1949
EFMP (Exceptional Family Member Program)	732-532-5640
Health Benefits Advisor & Debt Collections Assistance	732-532-3203
Immunizations	732-532-3298
Laboratory	732-532-1074
Medical Records	732-532-1756
Occupational Health Clinic	732-532-4611
Optometry Clinic	732-532-3875
Patient Representative	732-532-1328
Pharmacy	732-532-2551
Pharmacy Refill Line	1-877-597-5396
Physical Exam Section	732-532-0715
Preventive Medicine	732-532-7025
Primary Care Clinic	732-532-1244/1352 732-532-7475
Appointments	
Privacy Officer (HIPAA)	732-532-0182
Radiology	732-532-3195
Referral Management	732-532-0933/0943
TRICARE Beneficiary Line (Health Net Federal Services)	1-877-874-2273
<i><b>Special Numbers</b></i>	
Medical Officer of the Day (After Hours Answering Svc)	732-383-1116
Pastoral Crisis Assistance	732-532-2066
Ft Monmouth Police Desk	732-532-1112

## ***Base Realignment & Closure***

In support of the approved Base Realignment and Closure (BRAC) recommendations, Patterson Army Health Clinic will close effective 30 June 2011. Until then, our beneficiaries can continue to receive care from us and we will continue operating all clinical areas and services as long as our staffing allows. As changes occur, we will post notices in the clinic, to our website and publish articles in the post newspaper.

### ***No Show Policy***

If you are unable to keep your scheduled appointment, please call 732-532-1352 at least 12 hours in advance to cancel. This allows us to offer this appointment time to another patient. Non-active duty patients who fail to cancel three times ("no show") may have their enrollment involuntarily transferred to a network provider. Active duty personnel will have letters sent to their Commanders and/or supervisors.

### ***Inclement Weather Policy***

During snow or other weather emergencies or national disasters, call the Fort Monmouth Hotline at 1-888-77-CECOM (1-888-772-3266). Follow the instructions on the message. If Ft. Monmouth is closed or has a delayed opening, PAHC will also be closed or will open at the time announced on the hotline.